

# BOARDING & GROOMING INFORMATION & RELEASE FORM



**CREEKSIDE**  
24/7  
PET CARE CENTER

Pet Name \_\_\_\_\_ Client Name: Last \_\_\_\_\_, First \_\_\_\_\_

Client Phone (H) \_\_\_\_\_ (C) \_\_\_\_\_ (W) \_\_\_\_\_ Email \_\_\_\_\_

Pet Description: Breed \_\_\_\_\_ Color \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M F Spayed/Neutered: Y N

### Office use only:

Is the pet current in the following wellness areas: Vx (Y/N) Testing (Y/N) Preventatives (Y/N) Pet Profile pic in avimark? \_\_\_\_\_

Client Information above verified \_\_\_\_\_ Changes to client info updated in Avimark \_\_\_\_\_ Patient admitted by staff member \_\_\_\_\_

### Well Pet Requirements for Services:

All vaccines must have been administered by a licensed veterinarian. Pets may have the exams and vaccinations completed at Creekside Pet Care Center (CPCC), or the client must present written proof of current vaccinations for each pet prior to Boarding & Grooming services. CPCC is a flea free environment, to ensure this each pet will be given a Capstar® tablet flea treatment at cost to the client on the day of arrival, and if ticks noted the pet will receive a topical tick treatment at the client's expense. Although obviously sick or unvaccinated pets are not permitted to receive Boarding & Grooming services, the client acknowledges that they are placing the pets into an area in which communicable diseases may pass between seemingly healthy pets. If following a provided service date the pet shows signs of illness, the client may not hold Creekside liable for any inadvertent exposure the pet may have received, and that if the client requests an exam, treatment, or medications for the pet that it will be provided by CPCC at full cost to the client.

**Adult Cats** Must be current on Rabies & FVRCP vaccines

**Adult Dogs** Must be current on Rabies, Distemper/Parvo, and Bordetella (Bordetella every 6 months)

**Kittens** Must be at least 12 weeks of age and have received (2) FVRCP vaccines

**Puppies** Must be at least 12 weeks of age and have received (2) Distemper/Parvo vaccines and (2) Bordetella vaccines

**Boarding Services Information:** CPCC will issue the client a "Boarding Bag" for use in transporting, storing, and organizing personal pet items which may be brought to the facility. Please label all items brought with a permanent marker. Please DO bring for the pet: food, treats, and medications from home; a small toy or small blanket. All items must fit within the provided boarding bag. Please DO NOT BRING for the pet: pet beds, leashes, large blankets, very large food containers. CPCC provides bedding for all pets at no additional cost for use during the boarding stay.

Boarding charges per "per day" rather than "per night" because the care, cleaning, feeding, walking, etc takes place during the day. There will be a charge per pet per day, even if pets are housed in a single enclosure. The account is charged for the pet's day of arrival regardless of the time of arrival. If the pet is picked up before 11:00am there is no charge for day of departure; if the pet is picked up after the 11:00am check-out time on the designated departure day there will be a charge for day of departure. Should the pet remain unclaimed after the scheduled departure date as designated on the *Board Check In Form* signed at the beginning of each boarding stay and CPCC has been unsuccessful in reaching the client regarding further instructions, the pet shall be considered abandoned. Laws concerning abandonment of pets at veterinary facilities will govern CPCC's course of action theretofore. The client acknowledges that such action on CPCC's part does not release the client of financial responsibilities for boarding or other services provided during the pet's boarding stay. Dogs boarding in the Pet Lodge will be housed in the Pet Lodge runs or Condos according to size of dog; larger dogs will be given priority for larger runs or condos and in the event that the facility is at capacity CPCC reserves the right to move boarding dogs from run to condo as needed to accommodate the pet in the size of enclosure that will be most comfortable and appropriate for the size of the dog. We will make every effort to give each dog the largest enclosure available, but can make no guarantees in regards to size of enclosure unless the reservation is for the Barkstone Suites. Cats will be housed in the largest Condo available with a window view if possible dependent upon number of cats present in the boarding facility, but no guarantee of such space or window view can be made.

**Grooming Services Information:** CPCC Staff will make every effort to give accurate quotes for charges for grooming services, however on some occasions the nature of the groom is different than what is anticipated, and thus different charges may result. If pet is matted, the hair may have to be cut shorter than requested and/or there may be an additional "de-matting" fee. If the pet's coat is particularly thick or undercoat is present, there may be an additional "brush-out" fee. The client acknowledges that if the pet is not picked up from the grooming department by the close of the business day (Mon-Fri. 6pm, Sat 4pm) that a daily boarding fee will be assessed until the pet is picked up. If a grooming issue is discovered **within 48 hours after checkout** please notify the grooming department, and all efforts will be made to correct any problem **within this period** at no additional charge.

Boarding and Grooming department hours are 7am-7pm each day (Grooming closed on Sundays). Should the pet be dropped off or picked up before 7am or after 7pm, a Convenience Fee of \$80.00 for the early/late arrival/departure shall be assessed to the account.

**Download this form, fill it out and e-mail it to [csr.group@creeksidepetcare.com](mailto:csr.group@creeksidepetcare.com) or print it and bring it in with you to your appointment. We will review it and collect your signature when your pet arrives.**

Print Name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_